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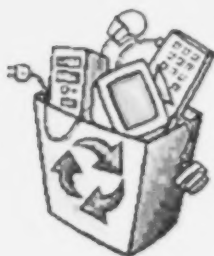
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Last Review/Updated: February 12, 2004



A Summary of Workshop Results

Overview

Between November 24 and December 5, 2003, 118 people representing eight stakeholder interests participated in six workshops, held across the province, focussing on an E-Waste Stewardship Program Proposal for Alberta.

Summary of results

A majority of workshop participants agreed with the program proposal.

Proposed vision statement

Participants agreed with the intent of the proposed vision statement for the program but recommended that it be restructured to reflect a long-term vision for environmental, social and economic sustainability.

Products to be included in program

Workshop participants believed the products recommended for inclusion at program launch and proposed for the future were appropriate. Comments indicated that as many products as possible should be included in the program launch if the collection, handling, recycling and disposal system could accommodate them.

Program costs

The list of program costs was viewed as a good start with the recommendation that they be reviewed again once the program is operational. Cost items of interest to participants were:

- Storage, handling, recycling and disposal of materials
- Staff training in safe handling of products
- Costs for compliance and enforcement

Environmental fee

A majority of participants agreed with an environmental fee to fund the program. They agreed the fee should be visible; collected at the point of purchase; vary depending on the product; and account for historic and orphan electronic products. {Top}

Collection of material

There was strong agreement among participants that consumers must have reasonable access to e-waste collection points. People stated that "reasonable access" includes: travel time or distance from residences or places of work, convenient hours of operation, the needs of each community, and that both rural and urban communities have e-waste collection.

Participants agreed there is a role for municipal waste management systems to support an e-waste collection network and there may be a role for other collection facilities such as bottle depots. They disagreed that retailers should

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be forced to be part of the collection network.

The idea of a refundable deposit received agreement from a slight majority of participants. However, a majority of participants disagreed that a refundable deposit be charged in addition to an environmental fee. {Top}

Education and awareness methods

There was agreement that the list of education and awareness methods provided in the program proposal was a good start. The list should be reviewed once the program is operating and participation in the program is evaluated. {Top}

Targets and performance measures

The list of targets and performance measures was seen as a good start that required review in the future. Some participants commented that a measure be included comparing program cost to success achieved. {Top}

Management association reporting and accountability

There was agreement that the list of items to account and report on was a good start and a review be conducted after the program begins to operate and the management association begins to see results. {Top}

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E-WASTE STEWARDSHIP PROGRAM PROPOSAL

Stakeholder Workshops

REPORT of RESULTS

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January 2004

Table of Contents

Executive Summary	i
Overview	
Summary of results	
Reaction to program elements	
Introduction	1
Workshop Dates and Locations	1
Workshop Participants	2
Workshop Process	2
Program Overview	4
Program Evaluation – Workshop Results	4
Proposed program vision statement	5
Provincial regulations	5
Products	6
Program costs	10
Environmental fee	11
Collection of material	13
Education and awareness	17
Targets and performance measures	17
Management association reporting and accountability	18
Evaluation of Workshops	20

Executive Summary

Overview

Between November 24 and December 5, 2003, 118 people representing eight stakeholder interests participated in six workshops across Alberta. The review, sponsored by Alberta Environment with participation by representatives of the Tire Recycling Management Association, focussed on an E-Waste Stewardship Program Proposal for Alberta. The workshops encouraged stakeholders to provide their responses to various proposed program elements through an electronic survey, discussion of the proposals using the survey results and provision of specific, individual comments using a response form.

Summary of results

Overall, a majority of workshop participants expressed agreement with the program proposal and the elements it contains. In most cases participants provided their comments to help clarify or qualify their agreement.

Reaction to program elements

Proposed vision statement

Participants agreed with the intent of the proposed vision statement for the program but recommended that it be restructured to reflect a long-term vision that reflects environmental, social and economic sustainability.

Products to be included in program

Workshop participants believed the products recommended for inclusion at program launch and proposed for the future were appropriate. Participants believed that as many products as possible should be included as early as possible in the program if the collection, handling, recycling and disposal system could accommodate them. There was strong agreement that there should be a regular (i.e. yearly) review of potential products to be added for collection.

Program costs

The list of program costs was viewed as a good start with the recommendation that they be reviewed again once the program begins to operate. Specific cost items of interest to participants were:

- storage
- staff training in safe handling of products
- costs for compliance and enforcement in collection
- handling, recycling and disposal of materials in the program, and
- the development of appropriate containers for storage and transportation.

Environmental fee

Although an environmental fee is a "given" should the program be approved, a majority of participants agreed it should be in place to fund the program. They agreed the fee should be visible and recommended it be collected at the point of purchase. There was high agreement that the program, if it goes forward, should account for historic and orphan electronic products. The remission of the environmental fee to an e-waste recycling program fund administered by the management association (i.e. delegated administrative organization) was also agreed with a majority of participants.

Collection of material

There was strong agreement among participants that consumers must have reasonable access to e-waste collection points. When asked, people stated that "reasonable access" must:

- account for travel time or distance from residences or places of work
- include convenient hours of operation
- consider the specific circumstances of each community
- ensure both rural and urban communities have access to e-waste collection points

Participants agreed there is an important role for municipalities and use of their current waste management systems to support an e-waste collection network. They agreed there may be a role for other collection facilities such as bottle depots, but generally disagreed that retailers should be forced to be an integral part of the collection network. Retailers should only participate on their own terms.

The idea of a refundable deposit received mixed agreement; with just over half the participants agreeing there may be a role for a refundable deposit system, and the remainder "neutral" or disagreeing with the idea. Comments tended to downplay the role of a refundable deposit: It was noted there might be difficulty with cash handling and security if the municipal waste collection network was used extensively. A majority of participants disagreed that a refundable deposit be charged in addition to an environmental fee. They did agree that if a refundable deposit was put in place, it should vary depending on the type of electronic product being purchased.

Education and awareness methods

There was agreement that the list of education and awareness methods provided as part of the program proposal was a good start but should be reviewed once the program is operating and response to the program is evaluated.

Targets and performance measures

The list of targets and performance measures was seen as a good start that required review in the future. There was a suggestion that a measure of program cost against success achieved be included as a measure, along with information on the environmental benefits created through diversion of e-waste from disposal.

Management association reporting and accountability

There was agreement that the list of items to account and report on management association activities was a good start but that a review be conducted in the future after the program begins to operate. It was recommended there be some clear public and stakeholder accountability for the program and its operation.

Introduction

Alberta Environment representatives developed a proposed E-waste Stewardship Program. The program, as proposed, aims to provide reasonable access for Albertans to e-waste collection facilities and deal with e-waste in an efficient, effective and environmentally responsible manner.

Stakeholder workshops were held in six locations in Alberta in November and December 2003. The purposes of the workshops were to:

- Present a program proposal to stakeholder representatives for review and comment
- Determine the level of support for the program proposal, generally
- Seek stakeholder advice and comments on changes, additions or clarification that may be required
- Use the stakeholder consultation results to prepare a recommended program proposal for review by the Government of Alberta.

Workshop Dates and Locations

Stakeholder workshops were held from 10:00 am to 3:00 pm at the following locations:

Red Deer	November 25, 2003
Calgary	November 26, 2003
Lethbridge	November 27, 2003
Edmonton	December 1, 2003
Grande Prairie	December 2, 2003
Lac La Biche	December 4, 2003

Workshop Participants

Participants were recruited from stakeholder interests identified by Alberta Environment. Recruitment and confirmation of participants was completed by Alberta Environment representatives. Each confirmed participant was sent a copy of the E-waste Stewardship Program Proposal in advance.

A total of 118 stakeholders representing the following interests participated at the workshops.

- Landfill/Authority/Commission
- E-Waste Recycler/Refurbisher
- Rural Municipal Government
- Electronics Manufacturing/Brand Owner
- Retail
- Industrial/Commercial/Institutional
- Non-Government Organization
- Urban Municipal Government
- Alberta Government

Five (5) interested stakeholders, who were unable to attend the workshops, submitted written responses to the program proposal.

Workshop Process

Each workshop included an electronic survey that asked participants to evaluate the elements proposed in the E-waste Stewardship program. This was supported by a response form that could be used by participants to provide additional written comments on each proposed program element.

The response form was used as the workshop discussion agenda and included nine key elements of the program proposal:

- Proposed Program Vision Statement
- Provincial Regulations¹
- Products – those proposed at program launch and those proposed for inclusion at a future date
- Program Costs

¹ The Provincial Regulations element was described as a "given" in the proposal, since the program would require a legal basis to operate. If, however, participants wished to comment on this element, space was provided on the response form.

- Environmental Fee²
- Collection of Material – including access, collection network proposals and the idea of a refundable deposit on e-waste products that are returned
- Education and Awareness Methods
- Targets and Performance Measures
- Management Association Reporting and Accountability³

Participants were asked to indicate their principal stakeholder interest as participants. This was to ensure there was appropriate, adequate and proportionate stakeholder representation in the process.⁴

Each workshop was facilitated and consisted of:

- Introduction and description of the program proposal, participants were encouraged to ask any questions of clarity
- An evaluation of each of the elements using the electronic survey approach
- Small group discussion of the results from the electronic survey response and a subsequent summary of the discussion from each group so all participants at each workshop could learn about and understand other's comments or ideas
- Encouragement of each participant in the completion of individual response forms
- An evaluation of the workshop process through electronic survey
- Collection of the response forms for transcription and collation as part of workshop reporting
- Alberta Environment representatives thanked participants and provided an overview of the next steps in the review and decision process for the E-waste Stewardship Program proposal.

² An Environmental Fee was described as a "given." People were asked to comment on proposals for its "visibility" and collection.

³ It was explained to participants that the Tire Recycling Management Association (TRMA) was the preferred management association to undertake this program based on an assessment conducted by Alberta Environment.

⁴ Alberta Environment representatives were also available during the process to meet with interested stakeholder groups who wished to learn more about and comment on the proposal. There was also information and a response form provided on the Ministry's web site in early December 2003. Results from the individual meetings and the web site response form are reported separately.

Program Overview

At each workshop, participants were presented with a brief overview on the E-Waste Stewardship Program Proposal, including:

- The development of the program proposal, its purposes, who has endorsed it and why stakeholder consultation was initiated
- Interest in harmonization of provincial E-Waste stewardship programs
- The decision and involvement process (e.g. web-based information and response, opportunities to meet one-on-one with Ministry representative(s), opportunities to provide organizational or interest-based responses following the workshops) and how the workshops fit into the program review and decision process
- A summary of the elements, referencing the program proposal sent as part of the workshop background materials
- The criteria used to select the Management Association for the proposed program
- The "givens" (i.e. regulatory framework, fees and funding, the TMRA as the preferred Management Association/Delegated Administrative Organization), as well as those areas and elements of the program where comments would be encouraged.

Program Evaluation – Workshop Results

Participants provided their responses to selected components of the program proposal. OptionFinder®, an electronic decision support system, was used to collect responses. The subsequent small group discussion was based on the results. Each participant was asked to use the response form to provide their comments on the elements of the program proposal.

Some elements presented were "givens" (e.g. regulatory requirements, approaches to fees and funding). In these cases, stakeholders could provide their comments on the potential implications of the "givens."

Participants' response results, subsequent discussions and response form comments for each program element are summarized here. Electronic survey results for each of E-Waste Stewardship Program proposal element are shown in tables indicating the number of participants (N)⁵ who responded (using the scale choices provided), followed by a description of the survey responses and the themes that emerged from the comments provided from the response forms.

⁵ While 118 people participated in the six workshops, the number of respondents for each program element may be less. Some people arrived late or had to leave early at almost every workshop.

Proposed program vision statement

Develop an efficient, effective and environmentally responsible system to collect, reuse and recycle Alberta's used electronics material.

Participants indicated their response to the vision statement using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	
I agree, the vision is fine	74	64%
I agree, but have some comments	37	32%
I disagree, it needs to be changed	4	3%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

There was agreement with the vision statement among a majority of participants. Those who agreed but had comments or recommended changes noted that:

- While the ideas in the statement provided is more of a "mission" or "goal" statement rather than a "vision statement."
- The vision statement should describe the desired state in the future (e.g. 10 years following the program's implementation).
- The vision statement should be short, memorable and include the idea of "cost effectiveness" and "fiscal and social responsibility".

Some respondents took the time to make specific wording recommendations.

Provincial regulations

- E-waste will be a designated material under Alberta's Environmental Protection and Enhancement Act (EPEA)
- Through regulation, responsibility for program management and administration will rest with an arms-length provincial Delegated Administrative Organization, hereafter referred to as the Management Association

Since provincial regulations were a "given" part of the E-waste Stewardship Program proposal, participants were asked to provide their comments on the response form. Some took the time to respond and provided comments reflecting:

- The need for a clear definition of "E-waste" in the legislation; ensure it's as inclusive as it needs to be to account for current and potential future products that may be introduced into the program.
- The need to account for the collection, handling and disposal of e-waste components that are hazardous.
- A legal framework requiring compliance with the program (e.g. how consumers would be expected to behave in instances where the products they were handling included hazardous waste).

Products

NOTE: While the data collected in the first three workshops on potential products at program launch and future products to be included, are applicable and useable, the survey format was found to be redundant to the discussion and response form comments provided by participants. The survey response format was changed to remove the redundancy, allowing for a focussed evaluation and discussion in the last three workshops. The data collected from each workshop are reported here, with the specific set of responses referenced to the appropriate grouping of workshops (i.e. Red Deer, Calgary and Lethbridge or Edmonton, Grande Prairie and Lac La Biche).

1. Products to be included in the program launch: residential and commercial e-waste—computer monitors, CPUs and peripherals, laptops, televisions, printers (items suggested by EPSC⁶), historic and orphan products.

Participants indicated their response using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	56	47%
Agree, but have comments	49	42%
Disagree and would like to discuss	13	11%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION

A slight minority of participants agreed with the proposal as presented. However, when coupled with those who “agreed” but had comments, there was a strong majority who believed the products at program launch were appropriate.

Written responses highlighted the following points and recommendations to be considered as the program moves forward:

- The program should be as inclusive as possible at the beginning but the collection, handling, recycling or disposal system must be in place to receive the products identified.
- Emphasis should be placed at program launch on collecting products with known hazardous components; manufacturers should consider attaching information (e.g. a “sticker”) indicating the contents of the electronic product, including the recyclable components and the hazardous contents to help determine suitable and appropriate methods for disposal.
- Comments from participants indicated it would be wise to design a program that accepted as much e-waste as possible at its inception since the public will likely not differentiate between “acceptable” and “unacceptable” products.

⁶ EPSC (Electronic Products Stewardship Canada) is an organization founded by electronics products manufacturers.

- Other electronic products identified for consideration at program launch ranged from photocopiers, any product with a computer chip, cash registers, cables, faxes, microwave ovens, all communications equipment to fluorescent bulbs and batteries.
- There were comments that recommended resolution of or accountability and responsibility for liability related to any personal or private data that may be stored on e-waste products that are collected through the program.

2. A yearly review will be done to determine whether additional product lines should be included.

Participants indicated their response to using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	84	72%
Agree, but have comments	25	21%
Disagree, and would like to discuss	8	7%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A majority of people agreed that a yearly review would be appropriate to determine additional products that should be included.

Three points were consistently raised among the six workshops:

- The list of additional products should be determined in consultation with the recycling industry and manufacturers so that products that can be collected, safely handled and recycled or disposed of are included.
- The yearly review should be based on research that investigates and assesses existing and potential products and trends in electronic products manufacturing. The research should be used to determine products that should be added to the e-waste collection system right away as well as those that might be anticipated over a defined time frame.
- Products for inclusion in the program should be evaluated to determine the most benefit for the cost of collection (e.g. high volume return potential, products that contain hazardous substances that should be removed from use).

3. Future Products

a. Potential future products to be included: audio/video playback and recording systems (e.g. stereos, VCRs and DVDs), telephones and cell phones, fax machines, electronic game equipment. What is your recommended approach?

NOTE: Asked at Edmonton, Grande Prairie and Lac La Biche

Participants indicated their response using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Part of the launch	38	56%
Include in the future	29	43%
Do not include	1	1%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A slight majority of participants at the three workshops in Edmonton, Grande Prairie and Lac La Biche agreed with the proposal for future products identified be included as part of the launch. The minority response to consider them in the program at a future date, tended to reinforce the comments provided in the proposal for program launch. Three key points emerged from the comments provided:

- The idea that products be designed and manufactured to be recycled at the end of life should be an important consideration in future electronic product development, use, collection, and recycling.
- There should be consideration of and, if possible, timelines set for a phased in approach for future products or sources of products. If it is anticipated that audio and video recording and playback equipment will be included in the future, indicate when the products will be accepted and from what sources (e.g. residential versus commercial), this will allow the recycling industry to prepare and consumers to respond appropriately when the opportunity arrives.
- Commercial sources of E-waste should be phased in to ensure that the collection system can handle it appropriately for the volume anticipated.

b. Potential future products to be included: audio/video playback and recording systems equipment.

NOTE: Asked at Calgary and Lethbridge (Red Deer provided comments only)

Participants indicated their response using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	30	81%
Agree, but have comments	6	16%
Disagree, and would like to discuss	1	3%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Where agreement was sought in workshops at Calgary and Lethbridge on the idea of including specific future products, there was strong agreement with the proposal. The comments provided at these workshops were similar to and are summarized previously: that as many products should be included as early as possible, being careful not to overload the collection and handling system.

c. Potential future products to be included: telephone/cell phones.

NOTE: Asked at Calgary and Lethbridge (Red Deer provided comments only)

Participants indicated their response using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	31	84%
Agree, but have comments	2	5%
Disagree, and would like to discuss	4	11%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Again, in Calgary and Lethbridge there was strong agreement that telephones and cell phones should be included in the proposed program in the future.

d. Potential future products to be included: fax machines.

NOTE: Asked at Calgary and Lethbridge (Red Deer provided comments only)

Participants indicated their response using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	29	78%
Agree, but have comments	4	11%
Disagree, and would like to discuss	4	11%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A majority of participants agreed with the inclusion of fax machines in the future at the Calgary and Lethbridge workshops.

e. Potential future products to be included: electronic game equipment.

NOTE: Asked at Calgary and Lethbridge (Red Deer provided comments only)

Participants indicated their response using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	25	68%
Agree, but have comments	6	16%
Disagree, and would like to discuss	6	16%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A majority of responses from the Calgary and Lethbridge workshops agreed that electronic game equipment should be included in the future. Participants reinforced the need for the collection, handling, recycling and disposal systems' abilities to accept future products will be an important consideration on which products are added as time goes on.

Program costs

- Collection
- Material handling
- Recycling incentives
- Program administration
- Education, awareness, research
- Measurement and evaluation

Using OptionFinder®, participants indicated whether or not they felt the list of program cost items was complete.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
This list is complete	14	12%
This list is a good start	74	63%
This list is incomplete	30	25%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Most participants at the six workshops felt the list of program costs was broad enough to account for most of the eventual costs. There was a caution from some that the management association should keep track of operations costs for the program over the first three years, then review the cost centres. Highlights from the participants' comments include:

- Municipal interests identified the need for initial storage and handling costs since most of the e-waste collected will likely have to be kept out of the weather. Storage facility size and expense will depend on the frequency of collection from sites where the products are initially received.
- Part of the costs of education, awareness and research should include the costs of staff training to ensure safe handling, recycling and disposal.
- Handling costs should include the development and distribution of standardized containers for storage and transportation.
- There will be a cost for compliance and enforcement of related environmental regulations for collection, handling, storage and disposal of products.
- Independent program and financial audits should be included as a cost of administration.
- It was suggested that some of the costs of the program should be borne either directly or indirectly by manufacturers of products eventually entering the e-waste program.

- Part of the incentive costs should include incentives to manufacturers to encourage design of products to be easily recyclable.
- There was a consistent message from municipal interests that the costs of the program not be down loaded from the province to the municipalities.

Environmental fee

- An environmental fee will be charged on products to be included in the program.
- The fee will be visible.
- The fee formula will be sufficient to cover historic and orphan e-waste material.
- Fees will be remitted to an e-waste recycling program fund administered by the Management Association.

Participants responded to the ideas proposed for the "Environmental Fee" program component by using OptionFinder®.

1. An environmental fee will be charged on products to be included in the program.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	66	57%
Agree, with comments	42	37%
Disagree	7	6%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A majority of participants (94%) agreed an environmental fee be charged. Comments included:

- The fee should be charged at the time of purchase rather than at the time of delivery of the product at the collection point.
- The environmental fee should vary depending on the product (e.g. criteria suggested were: overall product cost, cost of collection, handling, recycling or disposal).
- Costs of collecting historic and orphan material should be borne by the provincial government during the initiation stages of the program with the environmental fee used to finance the program once historic and orphan products have been addressed.
- The proposed program should not be cross subsidized from other waste programs (e.g. the surplus currently held by the Tire Recycling Management Association (TRMA)) to fund the e-waste program.
- The environmental fee will have to account for those products that are ordered from sources outside of Alberta (e.g. internet or mail orders) but will enter the waste stream in the Province at the end of their lives.

- The fee should be large enough to account for future program requirements but not so large that an unacceptable surplus is built up; if a large surplus begins to accumulate, the environmental fee should be reduced.
- The environmental fee for each product will have to be rationalized (e.g. based on actual costs of collection, handling, recycling or disposal, requirements to handle estimated numbers of historic and orphan products; anticipated future requirements and trends in new products that will eventually have to be handled in the program)

2. The fee will be visible.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	86	75%
Agree, with comments	18	16%
Disagree	11	10%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Most participants (90%) agreed that the environmental fee should be visible. Key comments included:

- The fee should be charged at point of purchase.
- There is an awareness and consumer learning opportunity with a visible fee.
- The option of "visibility" be left with the retailer if the fee is to be charged at point of purchase; there are programming and equipment costs that may be incurred that should be at the choice of each retailer.

3. The fee formula will be sufficient to cover historic and orphan e-waste material.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	72	62%
Agree, with comments	31	27%
Disagree	13	11%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A majority of participants (89%) "agreed" or "agreed, with comments" that the fee collected should account for historic and orphan e-waste material. Comments, however, recommended that:

- The provincial government should make an initial investment in the program by covering the costs of collection and handling historic and orphan products.
- If the fee is set high enough to handle historic and orphan products and the program fund begins to build at some time in the future when the older and orphan products are accounted, then consideration be given to reducing the environmental fee.

4. Fees will be remitted to an e-waste recycling program fund administered by the Management Association

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Agree	76	66%
Agree, with comments	33	28%
Disagree	7	6%

N = the number of people who responded. Due to rounding, percentages may not equal 100%

DISCUSSION

There was agreement among respondents that fees be remitted to a fund administered by the Management Association (proposed to be the TRMA). Participants believed the TMRA would have to adjust its approach and thinking to handle e-waste and the association would have to acquire expertise and make changes or additions to their Board to account for the new waste products.

Collection of material

- Consumers must have reasonable access to collection points.
- Collection network may include a mix of:
 - Municipalities: recycle depots or eco-stations; municipal landfills or transfer stations; regularly scheduled roundups
 - Retail: Return to retailers, and
 - Other collection facilities e.g. Canada Post outlets, bottle depots, etc.)
- A refundable deposit should be established to encourage consumers to return electronics for recycling:
 - The deposit would be paid in addition to the environmental fee and be reimbursed at point of return, and
 - The amount of deposit would vary depending on the product.

Participants indicated their level of agreement with each collection network proposal using a five-point response scale from 1 = Strongly Disagree to 5 = Strongly Agree.

1. Consumers must have reasonable access to collection points.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	108	95%
Neutral	2	2%
Disagree/Strongly Disagree	4	4%

N = the number of people who responded. Due to rounding, percentages may not equal 100%

DISCUSSION

Workshop participants agreed that consumers must have reasonable access to collection points. When asked, "reasonable access" was defined by participants as:

- Within a reasonable driving distance (e.g. 30 minutes each way; some distance or travel time as required for purchase of the product).
 - Collection sites available in both rural and urban communities.
 - The collection sites should be permanent, with year round operation.
 - Hours of operation should be convenient (e.g. some evenings; weekends)
 - Based on community need and specific circumstances (e.g. rural and urban communities may have different needs).
2. a. Municipalities: recycle depots or eco-stations; municipal landfills or transfer stations; regularly scheduled round-ups.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	96	84%
Neutral	11	10%
Disagree/Strongly Disagree	7	7%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

There was majority agreement (84% of participants) that municipalities have a role to play in the collection network.

Comments indicated that it made the most sense to build the collection system based on the municipal waste handling facilities already in place. There was also a clear message from municipalities that there should be no net cost to municipalities from their involvement in the e-waste stewardship program.

b. Retail: Return to retailers.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	46	41%
Neutral	17	15%
Disagree/Strongly Disagree	51	45%

N = the number of people who responded. Due to rounding, percentages may not equal 100%

DISCUSSION:

A majority of respondents were either "neutral" or "disagreed" that e-waste products should be returned to retailers. Comments suggested retailers should be able to choose to receive e-

waste products as part of promotional programs. It was believed that requiring retailers as part of the regular collection network would unduly burden them.

c. Other collection facilities (e.g. Canada Post outlets, bottle depots, etc.).

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	67	58%
Neutral	19	17%
Disagree/Strongly Disagree	28	25%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Those who responded to the idea of including "other collection facilities" in the network showed a slight majority agreement. Comments provided included:

- Recommended consideration for the use of bottle depots as part of the collection network.
- The Canada Post facilities may have a place in the network in small rural or remote communities, but not likely in larger communities where a municipal system for waste collection can be easily accessed.
- These "other collection facilities" may play a role if there is a focused "roundup" of material over a specified period of time.

3. a. A refundable deposit should be established to encourage consumers to return electronics for recycling.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	62	54%
Neutral	15	13%
Disagree/Strongly Disagree	38	33%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

A slight majority of participants indicated agreement with the idea of a deposit. As indicated by the participant response to the electronic survey, the comments provided were varied. The range of comments included:

- A refundable deposit may create an incentive for people to participate.
- A refundable deposit isn't necessary since past experience shows that people who have electronic products that have reached the end of their useful lives are motivated to deliver them to collection points without an incentive.
- The use of a refundable deposit will allow the bottle depot system to become a key part of the collection network.

- The municipal network for waste collection (e.g. landfills, transfer sites, eco-stations) isn't well suited to cash handling; security is also a concern.
- Refunds may be difficult to manage since the products being considered have a relatively long life (i.e. 3 to 7 years).
- A refundable deposit doesn't account for historic and orphan products.

b. The deposit would be paid in addition to the environmental fee and reimbursed at point of return.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	45	39%
Neutral	16	14%
Disagree/Strongly Disagree	54	47%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

The majority of participants were "neutral" or "disagreed" with a deposit being paid in addition to the environmental fee and reimbursed at the point of return. Comments reinforced this response, indicating for example:

- It would be too difficult to set up a secure cash handling system at municipal waste collection sites.
- Consumers would be concerned with two added "fees" on top of the cost of the electronic products being purchased, particularly given the length of time that would elapse before the deposit would be returned.

c. The amount of the deposit would vary depending in the product.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
Strongly Agree/Agree	69	60%
Neutral	16	14%
Disagree/Strongly Disagree	30	26%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

There was a majority of participants who believed the amount of the deposit, if implemented, should vary depending on the product. This was also the suggested approach for an environmental fee once it's put in place.

Education and awareness

- Toll-free phone number and web site with program information (e.g., applicable products, nearest collection points and recycling options, end-uses of recycled materials)
- Point of sale educational information for retailers and consumers
- Educational information available at all collection points
- Education & awareness on reducing and reusing options
- Consumer awareness surveys
- Media events, advertising campaigns, etc.
- Classroom education programs

Participants responded to the list of proposed methods using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
This list is complete	23	20%
This list is a good start	79	69%
This list is incomplete	12	11%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Most respondents believed the list was complete or is a good start, but should be reviewed again in the future (89%). Selected, related comments included:

- An education and awareness program should be delivered on a provincial scale.
- Awareness and education programs should be implemented using methods that will encourage people to participate in the program, evaluated for its effectiveness, reviewed and changed, as required.
- Investment in awareness and learning will be important as the program is introduced.
- Some recommended additional methods included: finding a "celebrity champion" who can be associated with the program for recognition and participation; focusing on classroom education; partnering with municipal awareness programs.
- The use of a "sticker" affixed to the electronic products eligible as part of the Alberta e-waste program will help consumers understand the program and their opportunity to participate in it when products reach the end of their useable life.

Targets and performance measures

- Amount of e-waste diverted from landfill (e.g., overall tonnes, number of items, item types)
- Percentage of collected material reused; recycled; recovered
- Accessibility of collection system to users, percentage of population served, participation rate
- Program efficiency (e.g., most items collected at least cost)
- Public awareness of the program
- Public use of the program

Participants responded to the list of targets and performance measures using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
The list is complete	13	12%
The list is a good start	84	75%
The list is incomplete	15	13%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Most people in the workshops believed the targets and performance measures were a good start. They should, however, be reviewed and adjusted, as required, in the future after the program has operated for a period of time (i.e. one or two years). Comments suggested that:

- Baseline data that future program results might be measured against should be established.
- Environmental benefits of diversion of the e-waste from landfill sites could be described.
- A financial performance measure be included.
- Performance targets set and success in meeting them reported; they should be realistic and achievable.
- Reporting of how the materials recycled from the program were used and in what new products.
- Stakeholder satisfaction with the program (i.e. the range of interests represented by the workshop participants should be polled for their opinions).

Management association reporting and accountability

- Accountability to Alberta Environment (e.g. Business Plan, Annual General Meeting, Audited Annual Report)
- Multi-stakeholder Board; Annual General Meeting
- Reports annually on goals and performance measures
- Management Association assessed by provincial Accountability Framework

Participants responded using OptionFinder®.

RESPONSE CHOICES	OVERALL RESPONSE	
	N	%
The list is complete	14	12%
The list is a good start	81	72%
The list is incomplete	17	15%

N = the number of people who responded. Due to rounding, percentages may not equal 100%.

DISCUSSION:

Most participants agreed the methods listed for the reporting and accountability framework was a good start but should be reviewed in the future. Comments provided suggested there be public reporting and accountability by the management association along with suggestions of what might be reported as part of the goals and performance measures.

There were specific comments regarding the multi-stakeholder board, for example:

- The multi-stakeholder board must be able to withstand public scrutiny.
- The Board should be geographically representative; there are too few representatives from Northern Alberta on the current Board.

Evaluation of Workshops

Participants evaluated the workshop by responding to the following statements using a five point scale from 1 = Strongly Disagree to 5 = Strongly Agree.

	OVERALL	
	Mean	Participants
The use of keypads to provide my responses during this workshop worked well	4.5	110
I was able to participate and provide my thoughts	4.4	110
The workshop allowed me to learn more about the e-waste program proposal	4.2	111
If asked, I would recommend to others that they participate in a workshop like this	4.2	110
The information provided in advance of the workshop was helpful	4.0	110
There was adequate time at the workshop to fully consider and respond to the e-waste program proposal	3.9	110

Mean: average response from all participants out of a possible total of 5.

DISCUSSION:

Participants indicated a high level of agreement that the workshop and process allowed them to participate, learn about the program proposal and respond through the electronic survey conducted during the workshop. They agreed that the program proposal provided in advance of the workshops was helpful. The lowest area of agreement was for the amount of time available to fully consider and respond to the proposal. Although the average of the response (3.9 out of a possible 5 on the agreement scale) was still relatively high.

Participants, on average, agreed they would recommend that others participate in the workshops if given the opportunity.

